




Boston Children's Hospital

The Leading Source of Research and Discovery
Educating the Next Generation of Leaders in Child Health Care

As a major pediatric referral center, the mission of Boston Children's Hospital is to provide the highest quality health care. It is also the hospital's mission to enhance the health and well-being of the children and families in the local community. In support of this mission, Boston Children's Hospital strives to be the leading source of research and discovery, seeking new approaches to the prevention, diagnosis and treatment of childhood diseases as well as to educate the next generation of leaders in child healthcare.

For the fifteenth year in a row, Boston Children's Hospital has been rated one of the nation's top hospitals specializing in pediatric care, according to a survey by U.S. News & World Report.

Boston Children's Hospital Challenges

- Maintain up to date server documentation for HIPAA compliance, change management, and troubleshooting
- Keep servers current with all security patches
- Need for automated solutions to help IT staff during limited downtime maintenance periods

The Ecora Solution

- Ecora Auditor Professional™ automate configuration data collection to a centralized configuration management database to generate hundreds of out-of-the-box reports
- Ecora Patch Manager automates patch management for all critical server and workstations

Boston Children's Hospital Benefits with Ecora

- Automated configuration data collection eliminated the 2-8 hours spent documenting each of the hospital's 85 servers
- On demand reporting provides sustainable method for HIPAA compliance

"Ecora helps us do so many things and provides us with such a significant time savings that we've achieved a return on our investment many times over."

—Bill Arrington
Network Operating Systems
Boston Children's Hospital

- Vastly improved troubleshooting with in-depth change reports
- Significant time and resource savings applying critical security patches

Documenting, Compliance, and Change Management

When system downtime directly impacts patient care, the world renowned Boston Children's Hospital turns to best-of-breed technology solutions to help keep its systems optimally performing, while saving its IT staff valuable time in the process.

To maintain the health of 85 of its Windows and UNIX servers running some the hospital's most critical applications, Bill Arrington, network operating systems, and his team had been manually documenting these systems – a process that would take between two and eight hours per server.

"Thoroughly documenting our servers is essential, however we were spending far too much time performing this duty, and by the time we were done the information we had was already out of date," stated Arrington. "We needed a way to automate this process."

At that time, Arrington began investigating solutions, including Auditor Pro from Ecora. Impressed with Auditor Pro's easy deployment and its in-depth reporting, Arrington chose Ecora. "With Auditor Pro, we were able to save

significant time documenting our servers. All we needed to do was quickly set it up and let the software automatically collect the configuration data on a regularly scheduled basis from which we can generate the reports we need,” added Arrington.

Auditor Pro’s comprehensive reporting helps Arrington maintain up to date server documentation and provide the reports that HIPAA auditors are demanding. “Auditors are constantly asking for reports that verify servers and what they are used for,” Arrington said. “Ecora allows us to produce these reports when they are requested – saving us time and providing immediate results.”

Change management is another area that Auditor Pro is greatly helping Boston Children’s Hospital. The IT staff only has a few hours of maintenance downtime every month to make changes and update servers. Ecora’s in-depth change reports allow the hospital to see exactly what changed, provide the necessary documentation to troubleshoot potential problems, and sustain HIPAA compliance.

One example in which Auditor Pro really proved its worth was when another vendor’s software update started causing problems with one of the hospitals servers. “We ran a change report in a before-and-after scenario with Auditor Pro and quickly learned exactly what the problem was,” added Arrington. “The vendor was not even aware of the change its update created until we showed them the Ecora change report.”

Keeping Up with Patches

Additionally, Arrington and his team are responsible for keeping more than 200 Windows servers patched. The process got a little easier when Microsoft started its “Patch Tuesday,” because it allowed them to better prepare. However, manually patching these servers was still tedious and next to impossible to get done with limited windows of planned maintenance downtime.

“We were often spending late nights and weekends just to keep up with patches,” said Arrington. “With Ecora’s Patch Manager, we can now patch 10 or more machines quicker than we could ever patch just one.”

In particular, Arrington really likes Patch Manager’s ability to schedule patch deployment times during the scheduled maintenance window without the need for his supervision. He comes in the next day, runs a report, and verifies that the servers are up date on the latest patches. “Ecora helps us do so many things and provides us with such a significant time savings that we’ve achieved a return on our investment many times over,” stated Arrington.

For More Information

To learn how Ecora’s automated configuration audit and analytics solutions can ensure that your IT infrastructure remains operationally effective, secure and compliant, call toll-free **877.923.2672** or **603.436.1616**, e-mail sales@ecora.com, or visit the web at www.ecora.com.

BASICS AT A GLANCE

COMPANY

Boston Children’s Hospital

INDUSTRY SECTOR

Healthcare

NUMBER OF USERS

85 Servers

ECORA SOLUTION

Ecora Auditor Professional

WEB SITE

www.childrenshospital.org

About Ecora

Ecora Software provides Configuration Audit and Analytics solutions to customers worldwide, ensuring their IT infrastructures remain operationally effective, secure and compliant. As a crucial element integrated into the overall Business Service Management (BSM) strategy, Ecora is the market leader in transforming enterprise-wide configuration solution into clear, actionable reports for regulatory compliance and enabling IT best practices. The Company’s flagship solution, Auditor Professional™, provides immediate value with its agentless architecture matched with rich report templates and pre-defined policies providing the foundation for effective change and configuration management. Ecora Software ensures that you are prepared for any IT audit before the auditor arrives, taking the cost and complexity out of compliance audits and enabling IT best practices for more than 800 worldwide customers across a wide range of industries, including many of the Fortune 1000. For more information, please visit Ecora at www.ecora.com.